



Welcome to Martin Army Community Hospital

"Army Medicine: Caring Beyond the Call of Duty"

As of: 1 June 1998

OUR COMMITMENT . . .

... TO YOU

We are committed to providing world-class healthcare for all of our patients. Please take a moment to learn more about what we do and how well we are doing it. We welcome your ideas and look forward to working together to improve health and fitness in our community.

... TO TIMELINESS

- * For **emergency care**, our Emergency Room is **open 24 hours** every day.
- * For **urgent care**, you should be seen **within 24 hours** of your call (MACH's average is less than 8 hours.).
- * For **routine care**, your appointment should be **within 7 days** (MACH's average is 5 days.).
- * Once you arrive at the clinic, you should be **seen within 30 minutes** (At MACH, 92% of patients are seen within 30 minutes).
- * For **wellness visits**, you should be seen **within 4 weeks** (MACH's average is 20 days).
- * **Waiting times for major services at MACH:** Pharmacy-40 min; Radiology-15 min; and Lab-30 min.

... TO WELLNESS

We want you to stay healthy or to get healthier than you are now! We offer more than 43 patient education classes. Ask your health care provider for schedules and information, or stop by the Patient Education Center.

... TO SERVICE

... TO EXCELLENCE

Our hospital is proud to be fully accredited by the Joint Commission on the Accreditation of Healthcare Organizations (JCAHO). This national organization conducts hospital surveys every three (3) years to rate how well hospitals are providing healthcare. Here are some JCAHO scores and other measures which demonstrate our excellence.

Measures of Excellence	Our Score	Civilian Average
Overall JCAHO Score (100 is highest; 0 is lowest)	98	92
JCAHO Subscores (1 is highest; 5 is lowest)		
• Credentialing: Certifying that healthcare professionals are licensed and qualified to provide care;	1	
• Competence Assessment: Verifying that healthcare professionals are actually providing quality healthcare;	1	
• Infection Control: Monitoring the rate of hospital infections and taking measures to minimize their occurrence;	2	
• Nursing: Assuring that patients receive the highest quality nursing care and services.	1	
Percentage of Board-Certified Staff Physicians: MAJ's LTC's COL's	62% 80% 100%	82%
Percentage of Registered Nurses with a Bachelor of Science Degree in Nursing	78%	34%
Overall satisfaction with medical care at XXX (7 is highest; 0 is lowest)	5.69	5.5
Ease of making a phone appointment to XXX (5 is highest; 0 is lowest)	3.63	3.58
Satisfaction with waiting time at XXX clinics before seeing your health care provider (5 is highest; 0 is lowest)	3.38	3.49

- * Call 1-800-333-5331 anytime to talk with our Health Care Information Line Advice Nurse
- * For information about TRICARE, please call 1-800-444-5445 or visit our TRICARE Offices at 9204
- * Visit the Army Medicine Web Page at www.armymedicine.army.mil and the MACH Web Page at www.benning.army.mil/fbhome/mach/mach1.htm
- * If you have any problems with your healthcare or access to services -- contact our Patient Representative at 544-1817/2788

